USER MANUAL
OPTENET WEB FILTER PC
Version 9.7

15-01-2008

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1. INTRODUCTION

OPTENET PC is a content filtering program which contributes to safer browsing on the Internet.

Optenet has the highest technology in web content filtering. It uses two methods to achieve maximum effectiveness: lists of websites, and a semantic online content analyser.

The **semantic content analyser** is capable of detecting imperceptibly, in real time, whether the page being accessed belongs to a permitted category, by analysing its content.

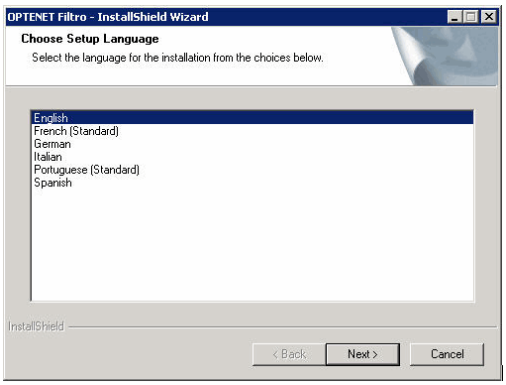
OPTENET PC will allow you to:

- Choose the categories or subjects to be filtered.
- Create different user profiles so each person browsing on the PC can have a specific type of browsing.
- Establish browsing times.
- Filter file downloads.
- See the browsing history for each user.
- Block Internet access for repeated attempts at prohibited pages.

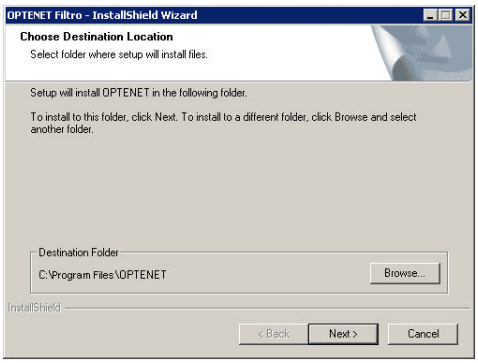
2. INSTALLATION STEPS

Whether you have downloaded it from the website or are installing it from a disk, we recommend you save the program on the PC's hard disk and follow these steps:

1. Double click on the Optenet file (the file name is optenet_9_7_0.exe and it is approximately 35 MB in size).
2. The Optenet screens are available in six languages: English, French, German, Italian, Portuguese and Spanish. Choose the language and click on **"Next".**

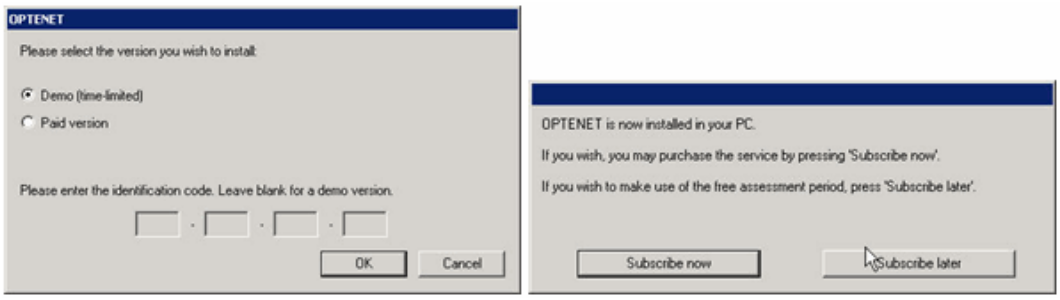


3. Choose the place where the program's operational files will be installed. By default they will be installed in Program files. Click on **"Next"**.

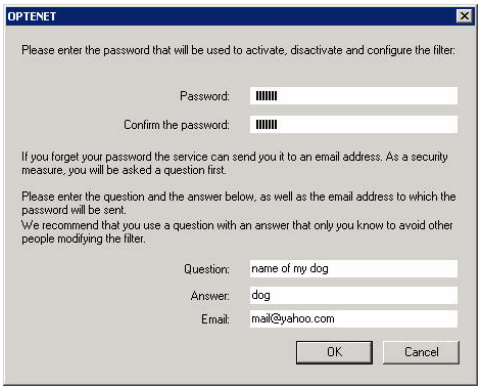

OPTENET Filtro - InstallShield Wizard
Choose Destination Location
Select folder where setup will install files.
Setup will install OPTENET in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\OPTENET
Browse...
InstallShield
< Back
Next >
Cancel

4. If you have bought the product, now is the time to enter the licence: choose **"Paid-for version"** and enter the licence code details in each box. If, on the other hand, you want to try it in **"Demo"** mode, click on **"OK"**. The licence in Demo mode lasts 15 days from the time of installation.

If you have not bought the licence and want to make the purchase now, you need to click on "**OK**". A new window will appear, with two options "**Subscribe now**" or "**Subscribe later**". By clicking on "**Subscribe now**", you can buy a licence even without an Internet connection. The first time you connect, the system will securely send the details you have entered so they can be checked, the licence validated and the lists updated.


OPTENET
Please select the version you wish to install:
Demo (time-limited)
Paid version
Please enter the identification code. Leave blank for a demo version.
OK
Cancel
OPTENET is now installed in your PC.
If you wish, you may purchase the service by pressing 'Subscribe now'.
If you wish to make use of the free assessment period, press 'Subscribe later'.
Subscribe now
Subscribe later

5. In the next screen you must enter the password which you will later use to access the filter set-up. This password is VERY IMPORTANT, as it is the Administrator's one.
   The filter Administrator is the person who can set up all filter options, as well as activating or deactivating them. We recommend you enter a password that is easy for you to remember.


OPTENET
Please enter the password that will be used to activate, disactivate and configure the filter:
Password:
Confirm the password:
If you forget your password the service can send you it to an email address. As a security measure, you will be asked a question first.
Please enter the question and the answer below, as well as the email address to which the password will be sent.
We recommend that you use a question with an answer that only you know to avoid other people modifying the filter.
Question:
name of my dog
Answer:
dog
Email:
mail@yahoo.com
OK
Cancel

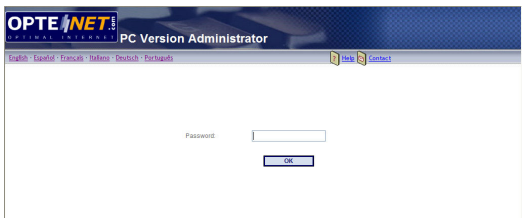
The system will ask you to enter a "**Question**", and an "**Answer**" in case you forget the password, which must be brief - we recommend it should be only one word - and your "**E-mail**". We will use this address to send you the password.

How does the password reminder system work?

If you forget the Administrator's password, you will need to activate this system.
Steps:

1. You must leave the password window blank three times, clicking on OK.
2. The question you entered at installation will appear.
3. You must enter the EXACT answer.
4. If the answer introduced is correct, the system will send you the password to the e-mail address you gave us.

Example:



By pressing the Accept button THREE TIMES, a new screen will appear containing the **Reminder Sentence**.

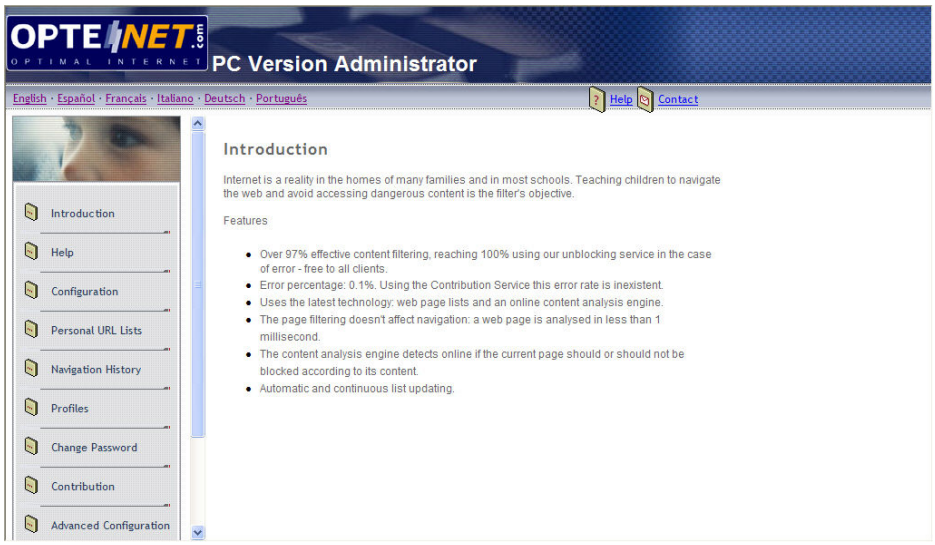
3. SET-UP

The set-up enables you to decide the way the way in which filter operates, from establishing the filter categories to setting time limits, etc.

Once the filter has been installed, the icon will appear in the Windows task bar. To access Set-up, click on this icon. A window will appear with various options. Click on Administration.

Follow these steps:

1. Click on the icon in the task bar (bottom right of the screen).
2. Choose "**Administration**".
3. Enter the password.
4. A browser screen will open with all the filtering options.


PC Version Administrator
English · Español · Français · Italiano · Deutsch · Português
Help
Contact
Introduction
Help
Configuration
Personal URL Lists
Navigation History
Profiles
Change Password
Contribution
Advanced Configuration
Introduction
Internet is a reality in the homes of many families and in most schools. Teaching children to navigate the web and avoid accessing dangerous content is the filter's objective.
Features
Over 97% effective content filtering, reaching 100% using our unblocking service in the case of error - free to all clients.
Error percentage: 0.1%. Using the Contribution Service this error rate is inexistent.
Uses the latest technology: web page lists and an online content analysis engine.
The page filtering doesn't affect navigation: a web page is analysed in less than 1 millisecond.
The content analysis engine detects online if the current page should or should not be blocked according to its content.
Automatic and continuous list updating.

5. Click on "**Configuration**" in the menu on the left to access the basic filter configuration

3.1. Filter status: Activating/ Deactivating

Although the filter is installed on your computer, it can be activated or deactivated as you find it necessary.

Deactivated (inactive): When the filter is deactivated, it allows free, unrestricted access to the Internet.

Activated (or active): If the filter is in this status, it will be working and it will filter the categories the customer has determined.

Steps for Activating/Deactivating the filter:

1. Go into the filter administration menu.
2. Choose the option "**Set-up**".
3. At the top of the screen, in "**Filter activation**", click on "**ON**" (activated) or "**OFF**" (deactivated).

3.2. Un/Block Internet access for repeated access attempts

This advanced function of the filter allows control of Internet use by other users.

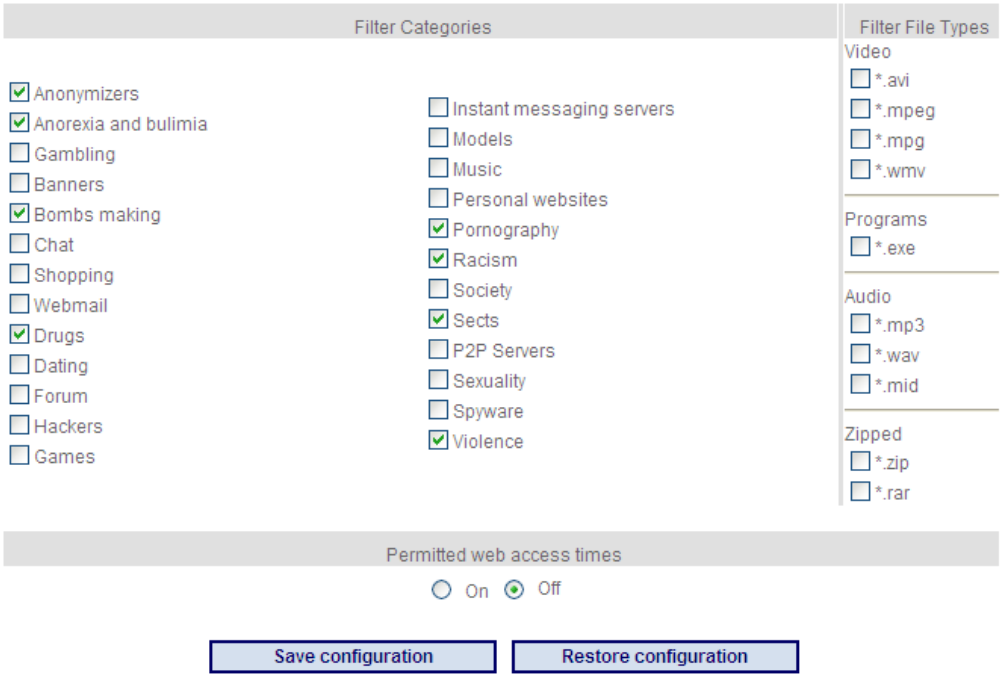
When the user makes 10 attempts to access not permitted pages through the filter in the same session, the Internet will be blocked for that user. In addition, if you wish, by entering your e-mail address in the section "Send e-mail to:", you will be sent an e-mail when the block happens, indicating the user whose access has been blocked. The "Unblock" button enables you to allow Internet access for that user again.

REPEATED PROHIBITED PAGE ACCESS BLOCKING
Block internet access due to repeated attempts to load prohibited pages.
Send note to email:
Save configuration
Unblock

Follow these steps:

1. If you want the filter to block Internet access when there are repeated access attempts, check the box, and, if you wish, give us your e-mail address and we will inform you of the event.
2. Click on "**Save set-up**".
3. If you want to unblock users, click on "**Unblock**".

3.3. Choose Categories



The filter administrator can choose between 25 categories or subjects to filter. The categories are:

- ✓ Anonymizers*
- ✓ Anorexia and bulimia*
- ✓ Gambling
- ✓ Banners
- ✓ Bombing*
- ✓ Chat
- ✓ Shopping
- ✓ Webmail
- ✓ Drugs*
- ✓ Dating
- ✓ Forum
- ✓ Hacking
- ✓ Games
- ✓ Instant messaging servers
- ✓ Models
- ✓ Music
- ✓ Personal websites
- ✓ Pornography*

- ✓ Racism*
- ✓ Society
- ✓ Sects*
- ✓ P2P servers
- ✓ Sexuality
- ✓ Spyware
- ✓ Violence*

*Predefined categories

Follow these steps:

1. Go into the filter administration menu.
2. Choose the option **"Set-up"**.
3. Click on the categories or subjects to be filtered.
4. Click on **"Save set-up"**.

3.4. Types of files to filter

As well as filtering Internet pages, Optenet can restrict the kind of files that can be downloaded. You can indicate the extensions of files you want blocked. They can be:

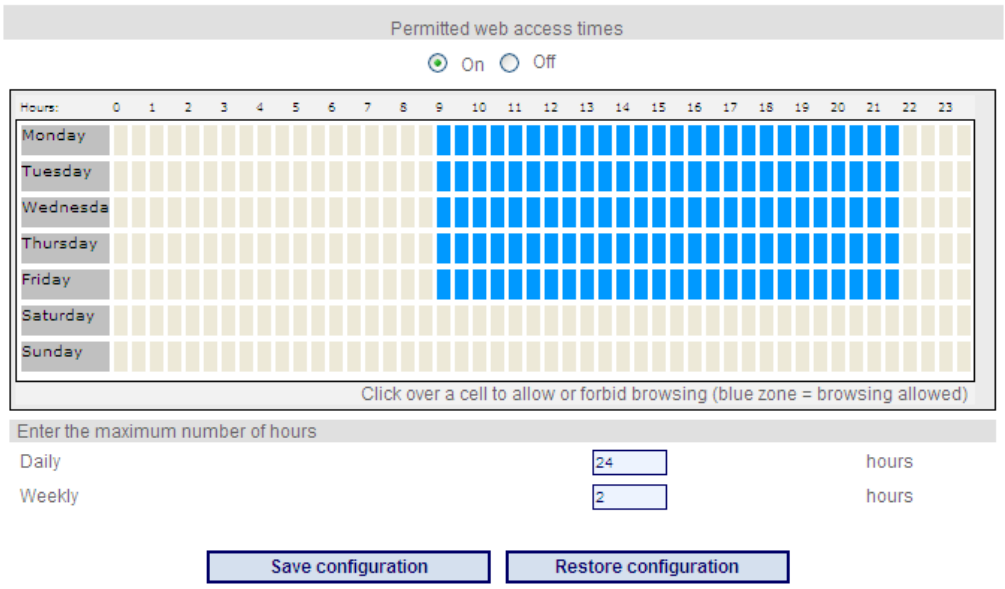
- ✓ Video (avi, mpeg, mpg, wmv).
- ✓ Programs (exe).
- ✓ Audio (mp3, wav, mid).
- ✓ Compressed Files (zip, rar).

By analysing the content, the filter detects files with MP3 content, even if they are renamed with another extension. For example, if someone changes the extension of the file queen.mp3 to queen.gif, the filter detects it and blocks it.

Steps to follow for filtering files:

1. Go into the filter administration menu.
2. Choose the option **"Set-up"**.
3. Click on the files you want to prevent being downloaded.
4. Click on **"Save set-up"**.

3.5. Browsing time limits



You can activate or deactivate the time limits just by checking the "**On**"/"**Off**" option.

If the browsing time limit is deactivated, browsing is allowed at any time of day, unlimited by time.

If it is activated, you can define:

- ✓ Time range per day for each profile by clicking over a cell to allow or forbid browsing (blue zone = browsing allowed)
- ✓ A maximum number of hours per day.
- ✓ A maximum number of hours per week.

In order to define a time range within the same row, you can just select the two ends of the range and you will have the option to select the whole range.

This option operates independently of the time shown by the PC clock.

Steps to follow for selecting browsing times:

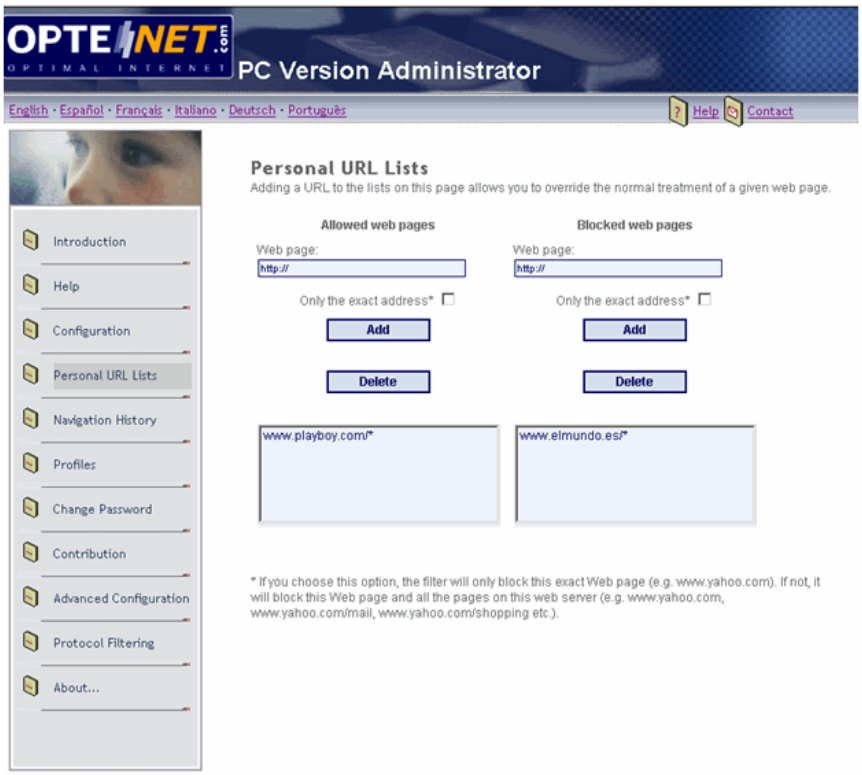
1. Go into the filter administration menu.
2. Choose the option "**Set-up**".
3. Check the "On" option on the "Permitted web access times".

4. Select browsing times, maximum number of hours per day and/or maximum number of hours per week.
5. Click on "**Save set-up**".

4. PERSONAL LISTS

The customer can customize the filter so that certain Internet sites can be accessed, even though the filter is active and they belong to a "prohibited" category. They are what we call Permitted addresses.

This can also be done with sites you do not want to be displayed, regardless of the category they belong to. A list of Prohibited addresses is created.

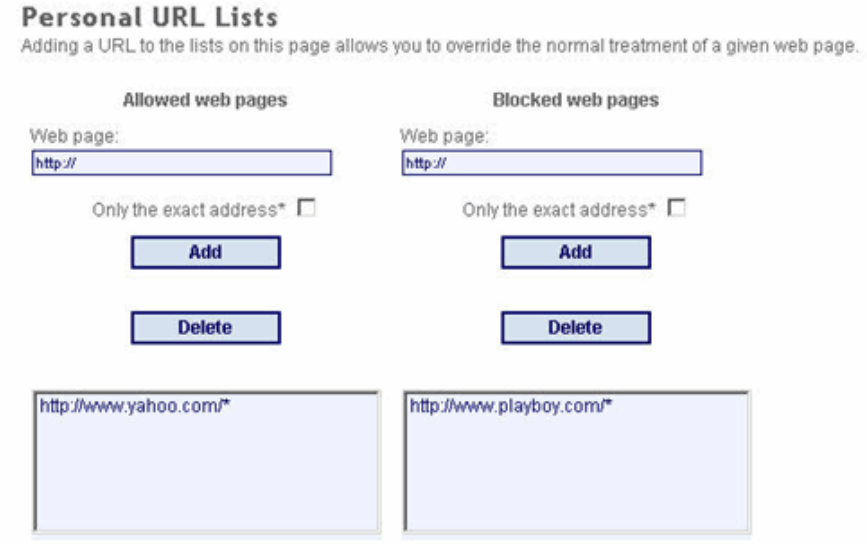

PC Version Administrator
English · Español · Français · Italiano · Deutsch · Português
Help
Contact
Introduction
Help
Configuration
Personal URL Lists
Navigation History
Profiles
Change Password
Contribution
Advanced Configuration
Protocol Filtering
About...
Personal URL Lists
Adding a URL to the lists on this page allows you to override the normal treatment of a given web page.
Allowed web pages
Blocked web pages
Web page:
http://
Only the exact address*
Add
Delete
www.playboy.com/*
www.elmundo.es/*
* If you choose this option, the filter will only block this exact Web page (e.g. www.yahoo.com). If not, it will block this Web page and all the pages on this web server (e.g. www.yahoo.com, www.yahoo.com/mail, www.yahoo.com/shopping etc.).

In addition, if all you want to do is to allow or block the content of a single page, you can also do it by checking the option **"Exact address only"**.

The steps for creating Personal lists are:

1. Go into the filter administration menu.
2. Choose the option **"Personal Lists "**.
3. Write the address of the website in the section **"Web page"**.

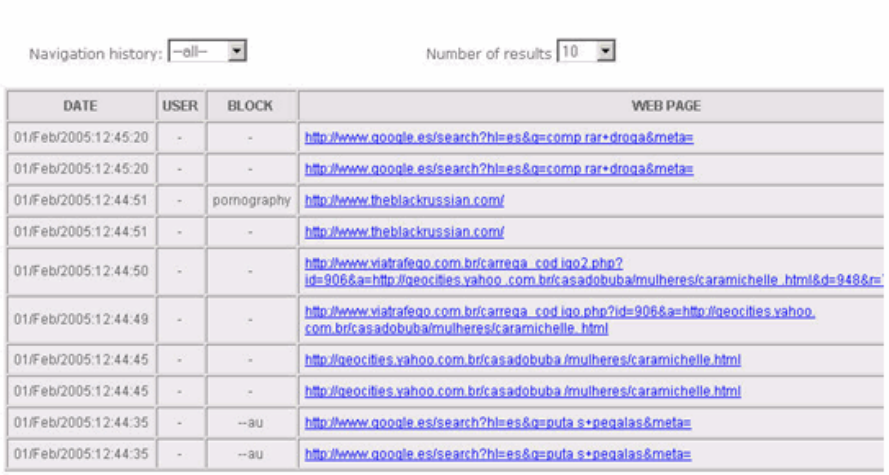
4. In this way, all the contents of this page and those depending on it will be permitted/blocked. If you only want to permit/block the specific content of that page, also check "**Exact address only**" (the page will appear in the bottom window with an asterisk).
5. Click on "**Add**".
6. The page to be permitted/prohibited should appear in the bottom window.



5. BROWSING HISTORY

Allows the pages that have been browsed to be displayed, indicating whether they have been blocked or not. You can choose the user for which you want to see the browsing history or see all.

If the filter has not been active, you will not be able to see the browsing history.


Navigation history: --all-- Number of results 10

DATE	USER	BLOCK	WEB PAGE
01/Feb/2005:12:45:20	-	-	http://www.google.es/search?hl=es&q=comp rar+droga&meta=
01/Feb/2005:12:45:20	-	-	http://www.google.es/search?hl=es&q=comp rar+droga&meta=
01/Feb/2005:12:44:51	-	pornography	http://www.theblackrussian.com/
01/Feb/2005:12:44:51	-	-	http://www.theblackrussian.com/
01/Feb/2005:12:44:50	-	-	http://www.viatrafego.com.br/carrega_cod.igo2.php?id=906&a=http://geocities.yahoo .com.br/casadobuba/mulheres/caramichelle .html&d=948&r=
01/Feb/2005:12:44:49	-	-	http://www.viatrafego.com.br/carrega_cod.igo.php?id=906&a=http://geocities.yahoo. com.br/casadobuba/mulheres/caramichelle. html
01/Feb/2005:12:44:45	-	-	http://geocities.yahoo.com.br/casadobuba /mulheres/caramichelle.html
01/Feb/2005:12:44:45	-	-	http://geocities.yahoo.com.br/casadobuba /mulheres/caramichelle.html
01/Feb/2005:12:44:35	-	--au	http://www.google.es/search?hl=es&q=puta s+pegalas&meta=
01/Feb/2005:12:44:35	-	--au	http://www.google.es/search?hl=es&q=puta s+pegalas&meta=

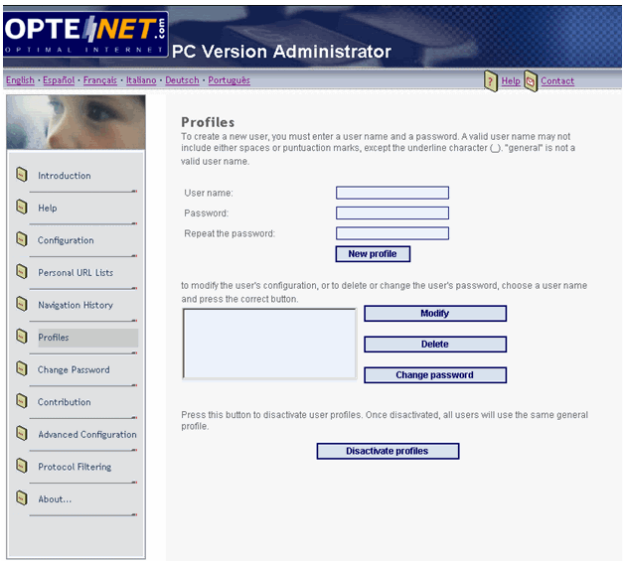
6. FILTER PROFILES

What is a profile? A filter profile is a configuration that allows the filter to function differently from the general one and which affects or can affect certain users. While no new profiles are created, the filter works with the default set-up described earlier.

The default set-up has the following features that can be modified:

Filtering categories: racism, making explosives, pornography, sects, drugs and violence.
There are no time limits, neither a maximum daily or weekly number of hours.
There is no restriction on type of file.

You can give each member of the family/company a different filter profile. For example depending on age, job, etc.


PC Version Administrator
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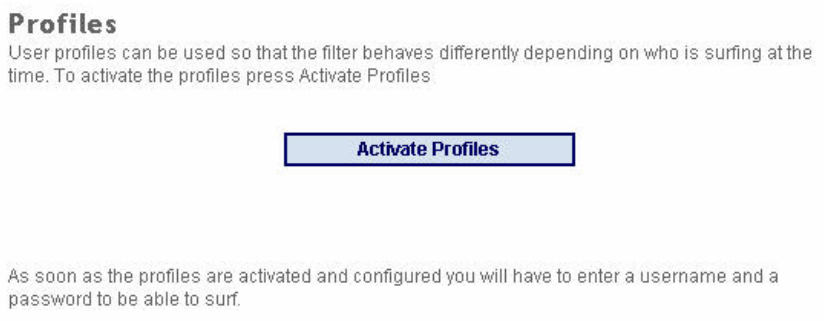
Help
Contact
Introduction
Help
Configuration
Personal URL Lists
Navigation History
Profiles
Change Password
Contribution
Advanced Configuration
Protocol Filtering
About...
Profiles
To create a new user, you must enter a user name and a password. A valid user name may not include either spaces or puntuaction marks, except the underline character (_). "general" is not a valid user name.
User name:
Password:
Repeat the password:
New profile
to modify the user's configuration, or to delete or change the user's password, choose a user name and press the correct button.
Modify
Delete
Change password
Press this button to disactivate user profiles. Once disactivated, all users will use the same general profile.
Disactivate profiles

6.1. Enable/disable profiles

Profiles are customized methods of filter operation depending on the user who is browsing. PCs often have more than one user. For example, in families it is normal to set different filtering modes for children and adults.

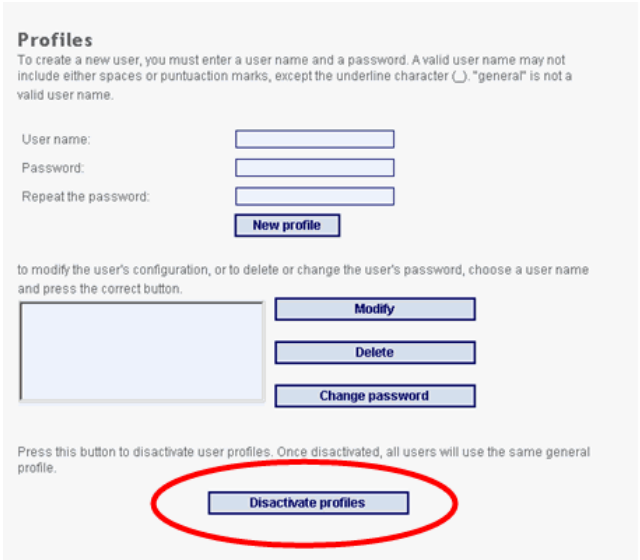
To activate the operation of the filter with filter profiles, you need to:

1. Go into the filter administration menu.
2. Choose the option **"Filter Profiles".**
3. Click on **"Enable Profiles"**.


Profiles
User profiles can be used so that the filter behaves differently depending on who is surfing at the time. To activate the profiles press Activate Profiles
Activate Profiles
As soon as the profiles are activated and configured you will have to enter a username and a password to be able to surf.

If you want all users to be treated in the same way by the OPTENET filter instead of being treated differently, you can disable profiles, although obviously this can only be done if profiles have already been enabled. Follow these steps:

1. Go into the filter administration menu.
2. Choose the option **"Filter Profiles"**.
3. Click on **"Disable Profiles"**.


Profiles
To create a new user, you must enter a user name and a password. A valid user name may not include either spaces or puntuaction marks, except the underline character (_). "general" is not a valid user name.
User name:
Password:
Repeat the password:
New profile
to modify the user's configuration, or to delete or change the user's password, choose a user name and press the correct button.
Modify
Delete
Change password
Press this button to disactivate user profiles. Once disactivated, all users will use the same general profile.
Disactivate profiles

This way, all users of the PC will browse with the general filter set-up.

6.2. Create a new profile

Once a filter profile is created, each time you browse you will be asked for authentication. In this way, the filter applies the filter operating mode for that particular profile.
To create a filter profile, you need to:

1. Go into the filter administration menu.
2. Choose the option "**Filter Profiles**".
3. Click on "**Enable Profiles**".
4. Enter the profile or user name in the "**New user**", box and then write a password, repeat it and click on "**New profile**".
5. The name of the user created should appear in the box at the bottom.

6.3. Set up or change a profile

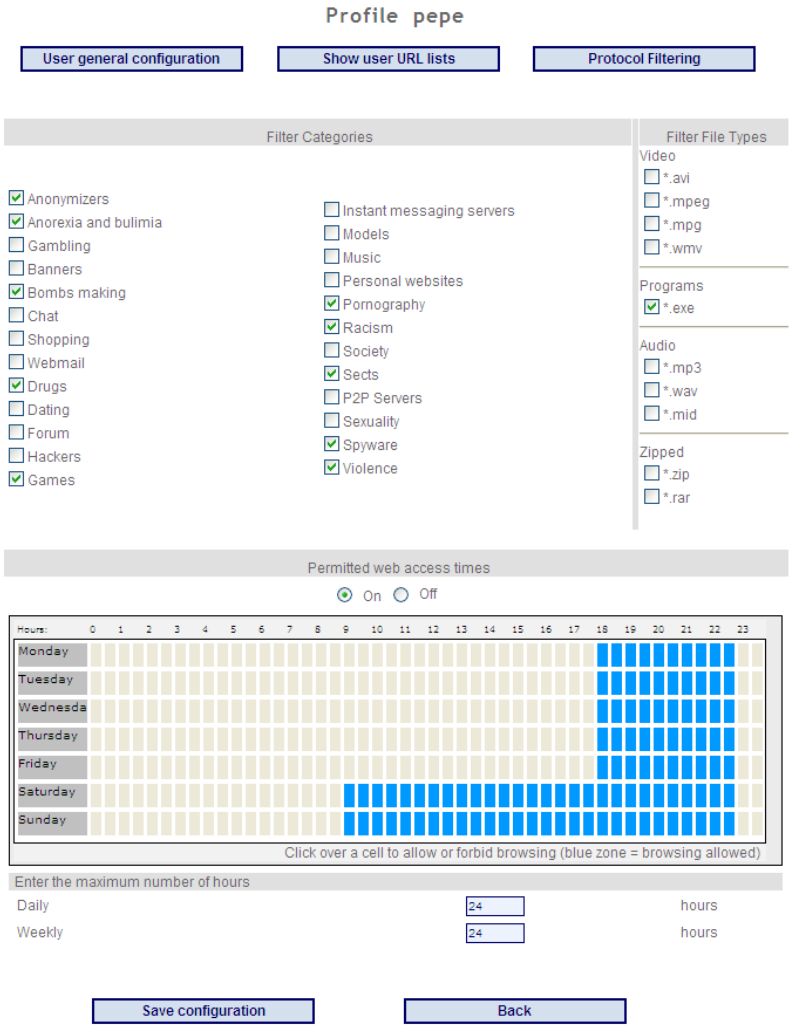
To set up or modify a filter profile you need to:

1. Go into the filter administration menu.
2. Choose the option "**Filter Profiles**".
3. Select the profile you want to modify or set up in the profile window.
4. Click on "**Modify set-up**".
5. A new screen will appear, which will show the name of the profile you are changing at the top.
6. If it is the first time it is being configured, the profile will appear with the default configuration. Otherwise it will have the last saved set-up.
7. If you wish, you can restore the configuration to the general set-up, by clicking on the "**General user set-up**" button.
8. Set it up as you wish and click on "**Save set-up**".

Once a new profile has been created, it must be configured, as by default it has the default configuration. You can choose the option "**General user set-up**", which will apply the general profile. This will help you to continue configuring this profile, applying more or less restrictive criteria.

You can set up the **Personal Lists** for this profile. You can do this by pressing the "**See User Lists**" button. These lists of permitted and prohibited pages will only be applied to this profile.

You can also configure the **Protocol Filtering** on the same screen, pressing the "**Protocol Filtering**" button.



6.4. Delete a filter profile

To delete a filter profile, you need to:

1. Go into the filter administration menu.
2. Choose the option "**Filter Profiles**".
3. Select the profile you want to delete in the profile window.
4. Click on "**Delete**".

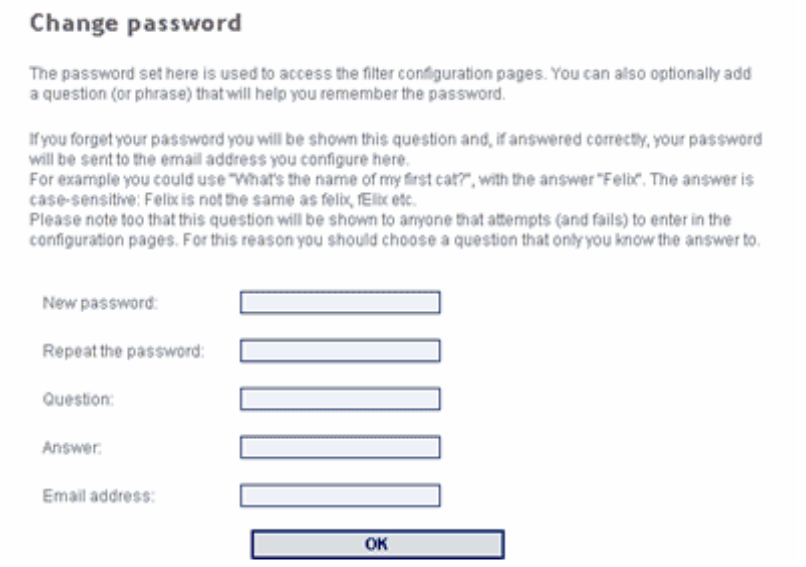
7. CHANGE PASSWORD

To ensure privacy in the set-up and administration of the OPTENET filter, the program requires a user who is going to browse or change the filter set-up to be identified. To do this, it asks for a user name and password.

By default, the user name is "optenet" and the password is the one entered during installation. These values can be altered using the **"Change password"** option.

The steps for making a change to the Administrator's password are:

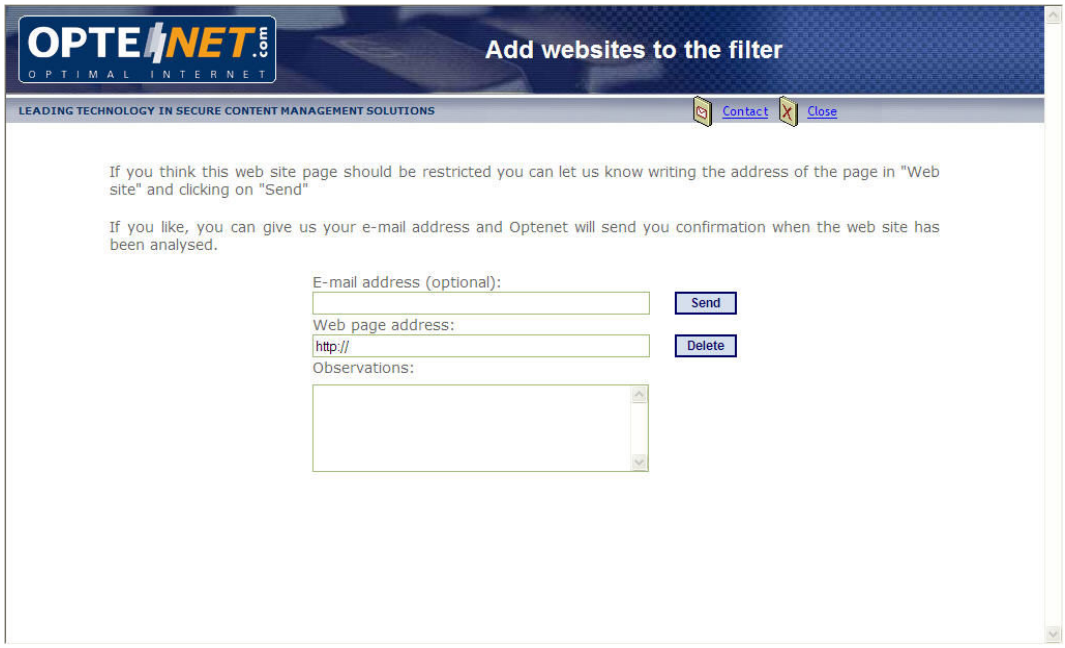
1. Go into the filter administration menu.
2. Choose the option **"Change password"**.
3. Write the password in the **"New password"** box.
4. Repeat it in the **"Repeat password"** box below.
5. The **"Phrase or question"** box is used so you can be reminded of the password by e-mail if you forget it.
6. Enter a phrase or a question.
7. Enter the answer to this question or phrase in the **"Answer"** box.
8. Enter the e-mail address where you want us to send you the password if you have forgotten it. Fill in the **"E-mail"** box.
9. Click on **"OK"**.


Change password
The password set here is used to access the filter configuration pages. You can also optionally add a question (or phrase) that will help you remember the password.
If you forget your password you will be shown this question and, if answered correctly, your password will be sent to the email address you configure here.
For example you could use "What's the name of my first cat?", with the answer "Felix". The answer is case-sensitive: Felix is not the same as felix, fElix etc.
Please note too that this question will be shown to anyone that attempts (and fails) to enter in the configuration pages. For this reason you should choose a question that only you know the answer to.
New password:
Repeat the password:
Question:
Answer:
Email address:
OK

8. CONTRIBUTE - ADD WEBSITES TO THE FILTER

This option allows people using the filter to contribute addresses of Internet pages that are not included in the list system or which the analyser has not detected and which are therefore not being filtered. Our Review Department will check the address you send us and classify it in the corresponding category.

Once the page has been checked, it will be classified in one of the filtering categories. In addition, if you give us your e-mail address, you will be informed about your request.


Add websites to the filter
LEADING TECHNOLOGY IN SECURE CONTENT MANAGEMENT SOLUTIONS
Contact
Close
If you think this web site page should be restricted you can let us know writing the address of the page in "Web site" and clicking on "Send"
If you like, you can give us your e-mail address and Optenet will send you confirmation when the web site has been analysed.
E-mail address (optional):
Send
Web page address:
http://
Delete
Observations:

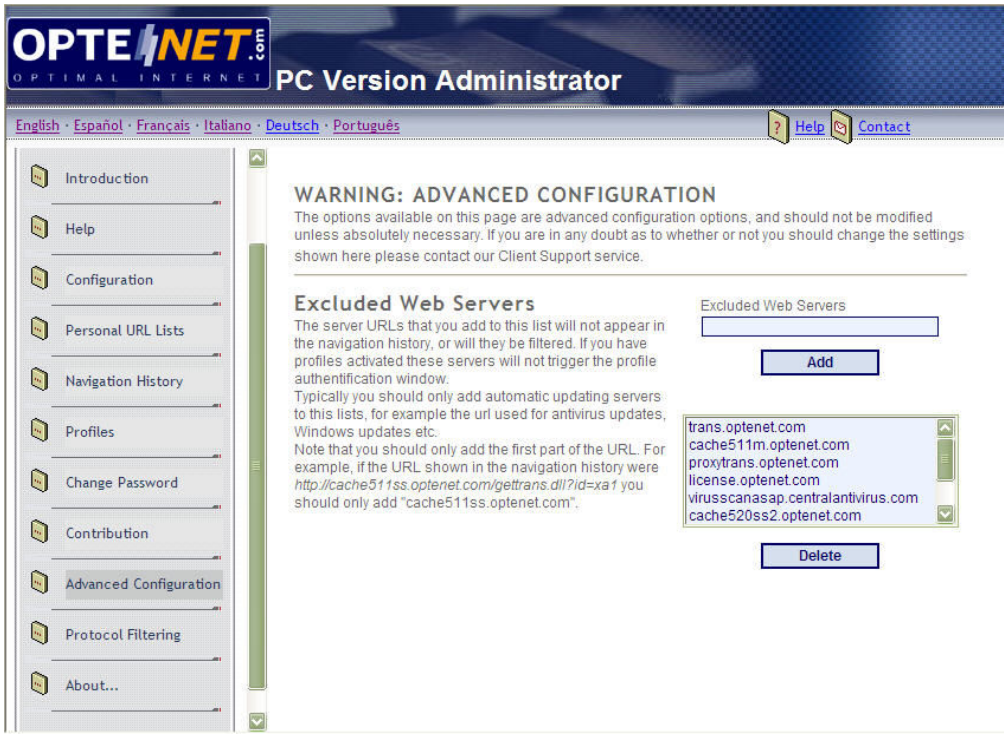
Unlike personal lists, the Contribution function is used to inform Optenet of pages which are not being filtered by mistake, and all filter users benefit.

9. ADVANCED SET-UP

The websites you add to this list will not be filtered and will not appear in the browsing history. **Access** will always be allowed to these pages or servers.

You only need to add the names of the automatic update servers, for example, the website used to update your antivirus.

Once the changes have been entered, you will have to restart your computer for them to take effect.

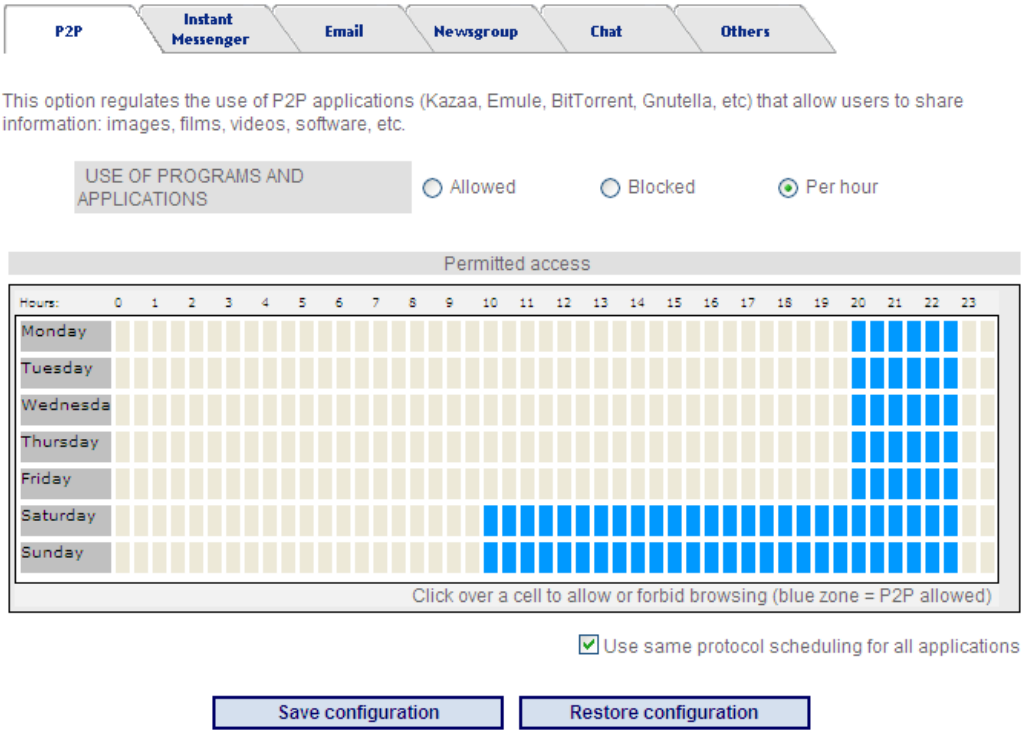

PC Version Administrator
English · Español · Français · Italiano · Deutsch · Português
Help
Contact
Introduction
Help
Configuration
Personal URL Lists
Navigation History
Profiles
Change Password
Contribution
Advanced Configuration
Protocol Filtering
About...
WARNING: ADVANCED CONFIGURATION
The options available on this page are advanced configuration options, and should not be modified unless absolutely necessary. If you are in any doubt as to whether or not you should change the settings shown here please contact our Client Support service.
Excluded Web Servers
The server URLs that you add to this list will not appear in the navigation history, or will they be filtered. If you have profiles activated these servers will not trigger the profile authentification window.
Typically you should only add automatic updating servers to this lists, for example the url used for antivirus updates, Windows updates etc.
Note that you should only add the first part of the URL. For example, if the URL shown in the navigation history were http://cache511ss.optenet.com/gettrans.dll?id=xa1 you should only add "cache511ss.optenet.com".
Excluded Web Servers
Add
trans.optenet.com
cache511m.optenet.com
proxytrans.optenet.com
license.optenet.com
virusscanasap.centralantivirus.com
cache520ss2.optenet.com
Delete

The pages entered in this section are completely excluded from the filter. They will not appear in the history, they will never be blocked and time restrictions do not apply to them.

10. PROTOCOL FILTERING

You can configure protocol filtering for the activated profiles. You can choose different actions for each one: Always allowed, always blocked or used according to a schedule. The different defined protocols are:

- P2P
- Instant messenger
- Email
- Newsgroup
- Chat
- Ports configuration (Others)


P2P
Instant Messenger
Email
Newsgroup
Chat
Others
This option regulates the use of P2P applications (Kazaa, Emule, BitTorrent, Gnutella, etc) that allow users to share information: images, films, videos, software, etc.
USE OF PROGRAMS AND APPLICATIONS
Allowed
Blocked
Per hour
Permitted access
Hours: 0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23
Monday
Tuesday
Wednesda
Thursday
Friday
Saturday
Sunday
Click over a cell to allow or forbid browsing (blue zone = P2P allowed)
Use same protocol scheduling for all applications
Save configuration
Restore configuration

10.1. P2P

This option regulates the use of P2P applications (Kazaa, Emule, BitTorrent, Gnutella, etc) that allow users to share information: images, films, videos, software, etc.

The user can select a time range in which these applications have permitted access. To do so, the option “Per hour” should be selected and the time ranges defined by clicking over a cell to allow the application (blue zone = application allowed).
In order to define a time range within the same row, you can just select the two ends of the range and you will have the option to select the whole range. Additionally there is an option to use same protocol scheduling for all applications.

10.2. Instant Messenger

This option regulates the use of instant messaging applications (Microsoft Messenger MSN, Yahoo Instant Messenger, ICQ 5.0 and AIM) for sending messages between users and for sharing files, etc, in real time.

The user can select a time range in which these applications have permitted access. To do so, the option “Per hour” should be selected and the time ranges defined by clicking over a cell to allow the application (blue zone = application allowed).
In order to define a time range within the same row, you can just select the two ends of the range and you will have the option to select the whole range. Additionally there is an option to use same protocol scheduling for all applications.

10.3. Email

This option regulates the use of email via POP3 protocols (port 110), SMTP (port 25) and IMAP (port 143).
Please select the filter configuration category for filtering email web access.

The user can select a time range in which these applications have permitted access. To do so, the option “Per hour” should be selected and the time ranges defined by clicking over a cell to allow the application (blue zone = application allowed).
In order to define a time range within the same row, you can just select the two ends of the range and you will have the option to select the whole range. Additionally there is an option to use same protocol scheduling for all applications.

10.4. Newsgroup

This option regulates the use of newsgroups (NNTP, etc), which are used as discussion forums where users can offer their opinions and read other people's points of view.

The user can select a time range in which these applications have permitted access. To do so, the option “Per hour” should be selected and the time ranges defined by clicking over a cell to allow the application (blue zone = application allowed).
In order to define a time range within the same row, you can just select the two ends of the range and you will have the option to select the whole range. Additionally there is an option to use same protocol scheduling for all applications.

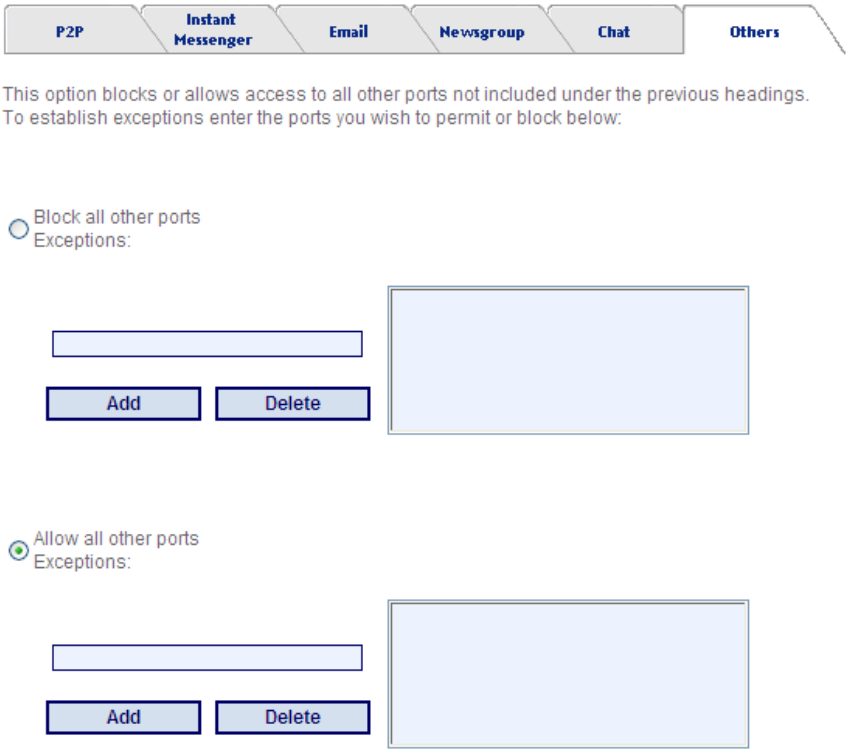
10.5. Chat

This option regulates the use of Chat applications (IRC, etc) that establish contact between users.
Please select the filter configuration category for filtering access to Chats.

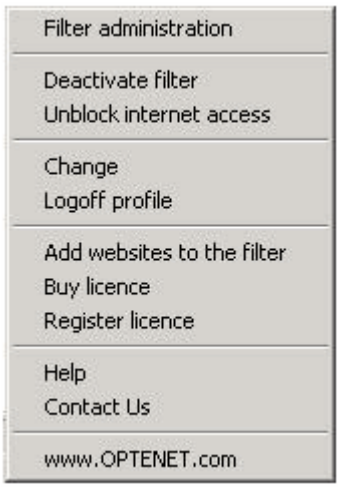
The user can select a time range in which these applications have permitted access. To do so, the option “Per hour” should be selected and the time ranges defined by clicking over a cell to allow the application (blue zone = application allowed).
In order to define a time range within the same row, you can just select the two ends of the range and you will have the option to select the whole range. Additionally there is an option to use same protocol scheduling for all applications.

10.6. Ports configuration (Others)

This option blocks or allows access to all other ports not included under the previous headings.
To establish exceptions enter the ports you wish to permit or block.


P2P
Instant Messenger
Email
Newsgroup
Chat
Others
This option blocks or allows access to all other ports not included under the previous headings.
To establish exceptions enter the ports you wish to permit or block below:
Block all other ports
Exceptions:
Add
Delete
Allow all other ports
Exceptions:
Add
Delete

11. ICON MENU (TASK BAR)



11.1. Filter administration

For proper use of the filter you can set up the filter according to your preferences. For security, the system will ask you for a password. Enter the one set at installation.

11.2. Activate filter/Deactivate filter

If the filter is activated and this option is pressed, it can be deactivated after first entering the Administrator's password.

If the filter is deactivated, it will be activated simply be clicking on it.

11.3. Unblock the Internet

Allows Internet access to be unblocked for those who have been blocked for repeated attempts to access prohibited sites.

11.4. Change (a profile)

Allows the filter profile to be changed. Requires the password of the profile to be changed.

11.5. Log off from a profile

This option allows you to log off from the profile you are browsing with. The next time you try to browse with the system, it will ask you for authentication in one of the profiles created.

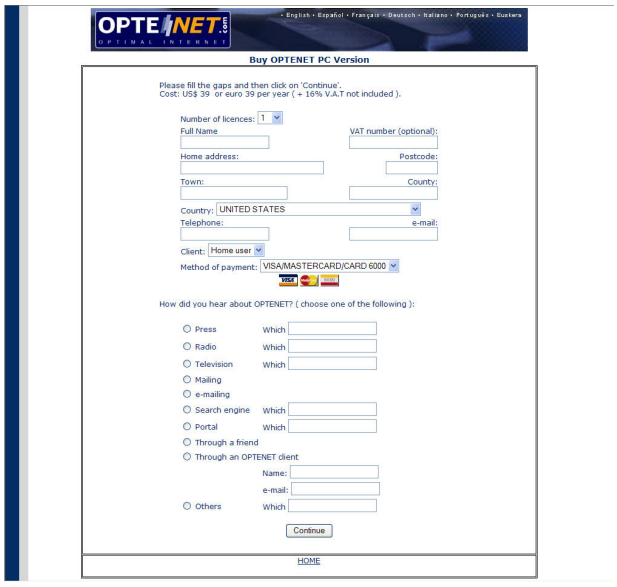
11.6. Add websites to the filter

This option allows people using the filter to contribute addresses of Internet pages that are not included in the list system or which the analyser has not detected and which are not therefore being filtered. Our Review Department will check the address you send us and classify it in the category.

Once the page has been checked, it will be classified in one of the filtering categories. In addition, if you give us your e-mail address, you will be informed about your request.

11.7. Buy licence

If you want to buy the service, you can click on this option and fill in the forms for making the purchase. It is necessary to be connected to the Internet during the purchasing process to send the details securely to our Customer Care Centre, where the licence will be automatically generated. The license code will be shown on the screen. Next step will be to register it.



11.8. Register licence

If you have the licence code, you can register the product easily. The licence lasts for 1 year from the time of purchase.

11.9. Help

Describes the most important features of the filter.

11.10. Contact us

Contact us: info@optenet.com or call us on (+34) 902 154 604.

11.11. www.optenet.com

To browse Optenet's website.

12. FAQS

12.1. How does the filter work?

The filter applies two types of technology: a list system with databases of millions of URLs and 25 classification categories, and the real time semantic content analyser.

Using the techniques of artificial intelligence, continuous practice with millions of websites and genetic algorithms for optimizing the lists, the Semantic Content Analyser achieves a high degree of effectiveness and minimal error. The analyser is capable of making a complete semantic analysis of requested sites in 0.1 milliseconds, either permitting or prohibiting them being displayed.

12.2. How effective is OPTENET PC?

The combination of the analysis engine and the lists makes OPTENET PC the most effective tool on the market, with 97% accuracy. It is becoming even better, with the Contribution function.

12.3. Does it affect browsing speed?

OPTENET PC is extremely quick and therefore imperceptible. List checking is immediate and the content analysis process carried out by the analysis engine takes 1 thousandth of a second.

12.4. Which languages does OPTENET PC work in?

Filter analysis is carried out in six languages: Spanish, English, French, German, Portuguese and Italian.

12.5. Can my child get round the filter?

This can only be done by changing the set-up, using the Administrator's password.

If anyone tries to get round the filter, Internet access is completely blocked as a protective measure.

It can only be re-established by using the password.

12.6. Does the filter update in any way? Do you have to do anything to make this happen?

List system updates will be automatic, carried out by Internet without the need for any kind of administration. The update just needs to be downloaded from the Internet, which is done automatically.

12.7. How much does it cost?

The content filter costs 39 euros or US$39 a year.

12.8. How can I pay for it?

If you are making payment from Spain:

Credit card.

Direct debit.

Outside Spain:

Credit card.

12.9. Why is it an annual payment?

Because the service offered by OPTENET PC is constantly improving and the customer benefits every day from the updated lists, contributed filter parameters and the unblocking service. In addition, once the product has been acquired, all later versions incorporating new versions will be distributed to customers under good financial terms. So, OPTENET PC users are guaranteed that they will also have the most advanced technology.

12.10. Is technical knowledge necessary for installing the program?

No, the program has been conceived to be installed without difficulties by users with basic computer knowledge.

12.11. What operating systems and browsers is it compatible with?

The PC version is distributed for:

- Windows 95.

- Windows 98.
- Windows Millennium (Windows ME).
- Windows 2000 (and Windows 2000 Professional).
- Windows NT.
- Windows XP.
- Windows Vista.

It can be used together with any Internet browser:

- Internet Explorer.
- Netscape Navigator.

Processor: Pentium or compatible.

RAM Memory: Minimum of 64Mb.

12.12.Can I try it free?. Does it have a Demo version?

Yes, you can obtain a fully functioning test version of the filter from www.optenet.com. The test period is 15 days.

If the evaluation period has expired: a message appears on the screen: “The evaluation period has ended and OPTENET Web Filter PC has been deactivated. To purchase the product, click “BUY”. To uninstall OPTENET Web Filter PC, click “UNINSTALL” ” (for your security it will be necessary to enter the password).

12.13.How do I know if the filter is activated?

The filter is active when the icon on the task bar is in that mode .

12.14.Can you set the sensitivity of the filter?

No.

12.15. Can I find out about what is on the filter lists?

The filter lists are confidential and belong to Optenet.

12.16. Can I make my own lists?

Yes, you can create your own lists of permitted and prohibited pages with the Personal lists option. You can even create personal lists for each profile created.

The websites entered in your personal lists always take precedence over the filter.

12.17. What do filter categories mean? What are they?

A filter category means a set of sites on the same subject. The filter classifies the sites depending on the content and puts them into categories.

The current categories are:

- ✓ Anonymizers
- ✓ Anorexia and bulimia
- ✓ Gambling
- ✓ Banners
- ✓ Bombing
- ✓ Chat
- ✓ Shopping
- ✓ Webmail
- ✓ Drugs
- ✓ Dating
- ✓ Forum
- ✓ Hacking
- ✓ Games
- ✓ Instant messaging servers
- ✓ Models
- ✓ Music
- ✓ Personal websites
- ✓ Pornography
- ✓ Racism
- ✓ Society
- ✓ Sects
- ✓ P2P servers
- ✓ Sexuality
- ✓ Spyware
- ✓ Violence

12.18. What are the contents of each category?

- ➢ Anonymizers: Web pages through which it is possible to avoid third parties discovering the web pages that are being accessed.

- ➢ Anorexia and bulimia: Web pages devoted to encouraging and promoting anorexia and bulimia.

- Gambling: websites from which *on-line* casinos and bingo can be accessed; sites from which any kind of bets can be placed, for example football pools, are also included.

- Banners: Publicity or advertising frames inserted in web pages.

- Bombing: websites explaining how to manufacture explosives.

- Shopping: websites from which various products and services can be purchased.

- Chat: Web pages from which it is possible to communicate with other users in real time.

- Drugs: all websites openly containing content on narcotics, either encouraging their use or providing contacts and places where they can be bought. This does not include Internet addresses giving information about the damaging nature of drugs.

- Webmail: Web pages from which it is possible to send and receive electronic mails.

- Dating: Web pages web through which it is possible to get to know other people: making friends, finding partners, etc.

- Forum: Web pages of a thematic nature in which users can participate by contributing personal opinions.

- Hacking: websites where illegal software can be found.

- Games: websites where *"on-line"* games can be played, or where games can be downloaded to the computer.

- Models: websites where photographs of models of either sex can be found; websites where this type of photo shows models totally or partially naked will be included in the pornography category.

- Music: websites from where music can be bought or downloaded, or where general information can be found about singers and musical groups.

- Personal websites: Pages created in specialized hosting environments and that are not included in other categories.

- Racism: websites that openly contain contents of a xenophobic nature or incite racist behaviour for reasons of race, culture, religion, ideology, etc.

- Pornography: websites with pornographic or erotic content. This includes access to*chats* where material of this kind can be found.

- Society: websites with content about famous people; this also includes other content, such as fashion, perfumes, decoration, etc.

- P2P servers: Sites where these programmes are registered for service provision and the web pages connected to them.

- Instant messaging servers: Sites where these programmes are registered for service provision and the web pages connected to them.

- Sects : websites with content about very dangerous sects, such as those known as devil-worshippers which are universally accepted as sects, but not those which, because of different legislation in different countries, are considered sects in some countries and are entirely legal religious groups in others.

- Sexuality: Information and articles on sex, sex education, sexual tendencies, etc., that do not contain pornography.

- Spyware: Pages that contain Spyware. Spyware is considered to be software that compiles information concerning a computer and then conveys this information to an external party without the knowledge or consent of the owner of the computer.

- Violence : websites that openly have content of a violent nature, incite to violence or justify it.

The same page often belongs to two or more categories at the same time.

12.19. I've lost the password. How do I get it back?

When you try to enter three times on the user and password screen, leaving both boxes blank, a new screen will open with a question that you set up when you installed the filter. Answer this question and you will receive a new password by e-mail.

12.20.How do I change the password?

Go to the “Change password” option, enter the current one and you will be asked to write the new one.

12.21. I want to prevent a child downloading files.

To do this, go to the set-up screen and select the type of files you want to prevent.

12.22. Can an adult remove the filter to browse? How?

Yes. You can do it temporarily (for three hours), or indefinitely by selecting “OFF" in the set-up menu, or from the icon on the task bar by clicking on Deactivate.

This requires the password.

12.23. Does it prevent the installation of programs that call 906 numbers?

Not expressly. You can prohibit access to pages from which these calls are carried out, or prevent the download of the “exe”-type files, which are the ones that usually call this kind of number.

12.24. Does it prevent pop-ups or unwanted windows?

This version of the filter is not available. It is being developed.

12.25. Does it filter banners?

If the banners are included on the lists, yes. It doesn't filter banners in a general way.

12.26. Does it filter chats?

You can refuse access to pages that lead to chats and block programs that connects to IRC.

12.27. Does it prevent a child doing Internet shopping?

Yes, there is the Shopping category that can be selected to prevent this type of page.

12.28. Is there the opportunity to see the prohibited addresses a child has tried to access?

You can see the most recent pages visited using the browsing history.

12.29. Will my child know there is a filter installed?

Yes. If an attempt is made to enter a prohibited page, a screen will open with a message indicating that the page is prohibited. This icon also appears on the task bar .

12.30. Is the filter incompatible with any programs?

No. However, it can affect the performance of a site or program that requires Internet access.

12.31. Do you have a query about any other Optenet product or service?

Write to us at the e-mail address: info@optenet.com or call us on (+34) 902 154 604.

12.32. Is there a filter for e-mails?

Optenet has a filter program for unwanted mail or spam. For the moment, we have a single PC version aimed at the domestic market.

12.33. I have lost the licence code and don't know how to get it back.

Write to us at the e-mail address: info@optenet.com or call us on (+34) 902 154 604.

12.34. I want to cancel the service.

You must notify Optenet 15 days before the end of your licence period, either by e-mail to info@optenet.com or by calling us on (+34) 902 154 604.

12.35. How do I activate or deactivate the service?

By clicking on the filter icon on the task bar (at the bottom of the screen) and choosing the option Activate/Deactivate. Deactivation requires the password.

12.36. Can I activate the filter for a certain number of hours?

Yes, you can activate the filter so that it allows a certain number of hours browsing daily and a certain number of hours weekly:

Maximum daily browsing time allows you to determine the number of browsing hours you want. When this time is up, it will automatically stop browsing.

Maximum number of weekly browsing hours works in the same way as in the previous section: you can set a weekly number of hours for browsing.

For browsing time limits to apply on your computer, select Activated and click on OK. To deactivate them, select Deactivated and click on OK.

12.37. How can I restrict Internet access to certain times?

To establish time periods for browsing, you have three time bands for each day, from Monday to Sunday. Example of format: 08:00-19:00.

For browsing time limits to apply on your computer, select Activated and click on Save set-up. To deactivate them, select Deactivated and click on Save set-up.

12.38. Can I set up one filter for me (administrator) and another for children in my home?

Yes, with the Profiles option you can create a different filtering method for you and others for your children. You can adapt the filter to each user's requirements: for example, depending on age: the method of browsing would be different for a child of ten and a 16-year-old.

12.39. Is there a business version?

Yes, there is a more complete version for businesses, institutions and schools, adapted to their specific needs.

Ask us about it by e-mail: info@optenet.com or call (+34) 902 154 604, 24h.

12.40. I don't want to filter the content, but I want to know what my children are looking at. Is this possible?

Yes, it is possible with the browsing history option. This allows a parent to see the latest sites a child has visited, regardless of whether they have deleted the contents of the browser's history.

12.41. It hasn't filtered a page it should have filtered for me.

Given the nature of the Internet, every day thousands of new websites are created and it is possible that the filter won't detect them all.

If there is an error, a user can send a message to our Customer Care Centre explaining the reason for the error so it can be corrected.

Once checked by the Review Department, if there has been an error, the user will have access to this page again in approximately 15 minutes. In addition, if you give us your e-mail address, you will be informed about your request.

The Optenet content filter has a minimal margin of error. To adjust this margin of error, there are two options:

1. Including the page that is not being filtered on personal lists.
2. Making a contribution. This consists of informing Optenet that a certain page is not classified or is wrongly classified. A qualified team of checkers, experts in classifying content, will examine the page and reclassify it, depending on its content.

12.42. I want to uninstall the filter.

If you want to uninstall the filter click on the option Uninstall from the menu Start -> Programs -> OPTENET. You will need the Administrator's password to carry out the uninstallation.